DHL IMPORT EXPRESS ONLINE
USER GUIDE

EXCELLENCE. SIMPLY DELIVERED.

DHL EXPRESS

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WELCOME TO THE DHL IMPORT EXPRESS ONLINE USER GUIDE

DHL Import Express Online is designed to coordinate effective communications between Importers and Shippers, with all the convenience of access via the internet. It gives Importers full control of their imports while enabling Shippers to prepare and manage shipments in accordance with the instructions provided.

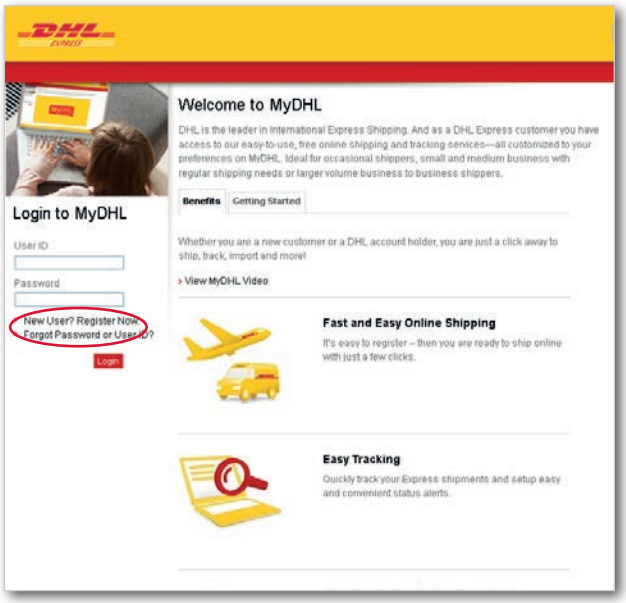
Benefits:

- Prepare and manage import shipments online in just a few clicks
- Optimise communications between importer, shipper and receiver with automated email notifications
- Keep your Import Express account number completely confidential at all times
- Set up standing authorisations for regular shipments
- View shipment documentation online as soon as it is prepared by the shipper
- Check the delivery status of shipments at any time during the import process
- Available 24 hours a day, 7 days a week
- Access via MyDHL for Importers

IMPORTERS: GETTING STARTED

Importers access DHL Import Express Online via **MyDHL**. MyDHL provides quick and easy access to our full suite of online shipping and tracking tools, plus e-Billing, with just one single login. Have your DHL Import Express number to hand and follow these simple steps to register.

MyDHL Registration and Login Page



A Go to MyDHL at **www.dhl.com/mydhl** and select 'New User? Register Now'.

You will need your DHL import account number (beginning 95 or 96) to register on MyDHL and access DHL Import Express Online.

Remember to bookmark **www.dhl.com/mydhl** for speedier access in future!

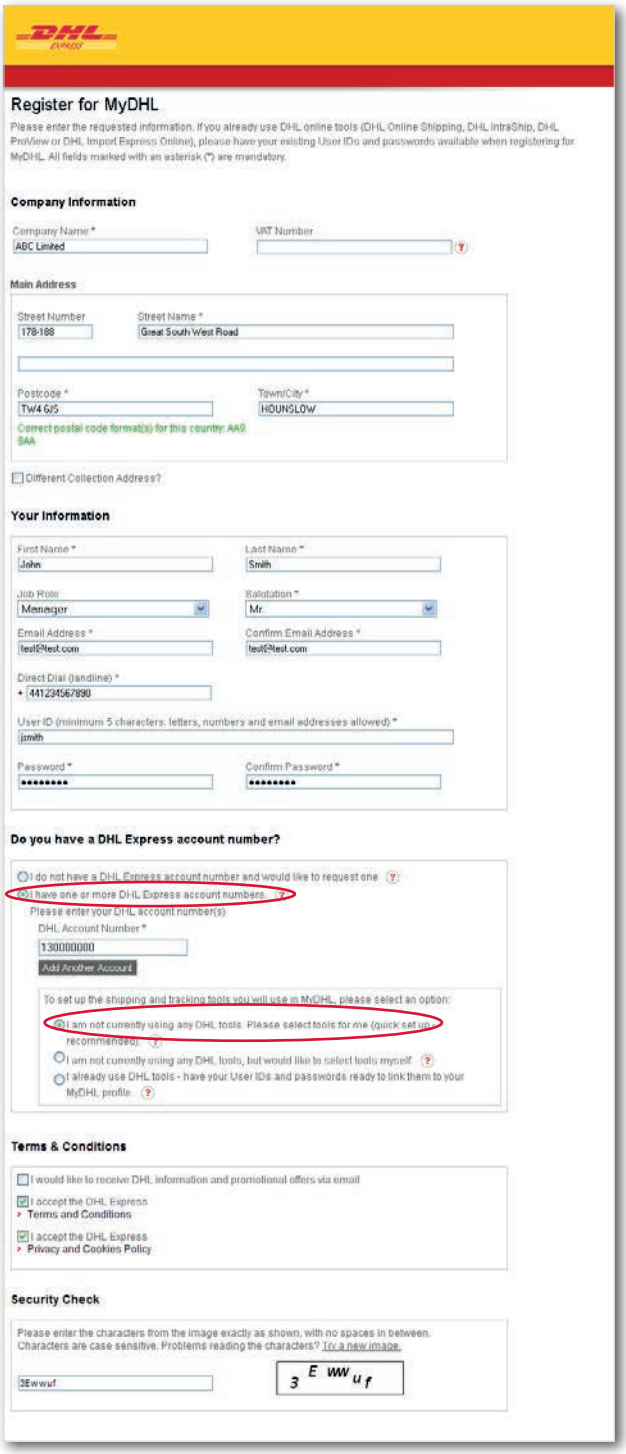
Register for MyDHL

Register for MyDHL
MyDHL gives you access to DHL's comprehensive suite of online shipping and tracking tools. If you're already a DHL Express customer or are new to DHL, just follow these steps to register - it only takes a few minutes! If you already use DHL online tools (such DHL ProView or DHL Online Shipping) please have your existing User IDs and passwords available when registering for MyDHL.
Country (where are you based) *
United Kingdom
MyDHL
Back
Next
Deutsche Post DHL

B Select United Kingdom from the country list and click 'Next'.

GETTING STARTED

Register for MyDHL


Register for MyDHL
Please enter the requested information. If you already use DHL online tools (DHL Online Shipping, DHL IntraShip, DHL ProView or DHL Import Express Online), please have your existing User IDs and passwords available when registering for MyDHL. All fields marked with an asterisk (*) are mandatory.
Company Information
Company Name *
ABC Limited
VAT Number
Main Address
Street Number
178-188
Street Name *
Great South West Road
Postcode *
TW4 6JS
Town/City *
HOUNSLOW
Correct postal code format(s) for this country: AA9 9AA
Different Collection Address?
Your Information
First Name *
John
Last Name *
Smith
Job Role
Manager
Salutation *
Mr.
Email Address *
test@test.com
Confirm Email Address *
test@test.com
Direct Dial (landline) *
+ 441234567890
User ID (minimum 5 characters, letters, numbers and email addresses allowed) *
jsmith
Password *
Confirm Password *
Do you have a DHL Express account number?
I do not have a DHL Express account number and would like to request one
I have one or more DHL Express account numbers
Please enter your DHL account number(s)
DHL Account Number *
130000000
Add Another Account
To set up the shipping and tracking tools you will use in MyDHL, please select an option:
I am not currently using any DHL tools. Please select tools for me (quick set up recommended)
I am not currently using any DHL tools, but would like to select tools myself
I already use DHL tools - have your User IDs and passwords ready to link them to your MyDHL profile
Terms & Conditions
I would like to receive DHL information and promotional offers via email
I accept the DHL Express Terms and Conditions
I accept the DHL Express Privacy and Cookies Policy
Security Check
Please enter the characters from the image exactly as shown, with no spaces in between. Characters are case sensitive. Problems reading the characters? Try a new image.
3Ewwuf

Complete the MyDHL registration form.

- Enter your company information.
- Enter your personal information and select a User ID and password for MyDHL.
- Select 'I have one or more DHL account numbers' and enter your account number(s).
- Select the option 'I am not currently using any DHL tools. Please select tools for me.'

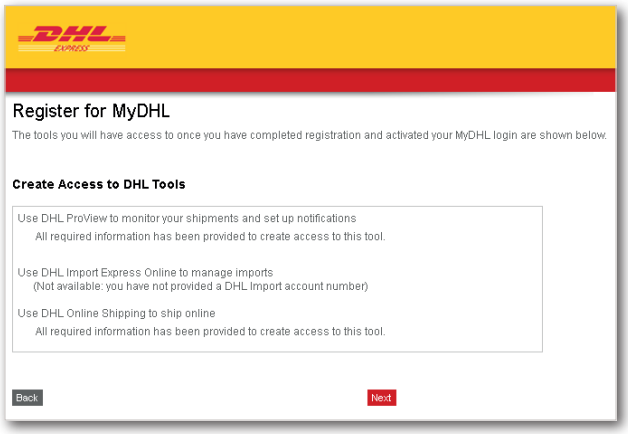
This quick set up option will also automatically create access to DHL ProView – our advanced shipment tracking and monitoring tool.

If you entered a DHL export account number (beginning 13 or 18), access to DHL Online Shipping will also be created.

- Review and accept DHL's Terms and Conditions of Carriage.
- Review and accept DHL's Privacy and Cookies Policy.
- Complete the security check and, when finished, click 'Next'.

GETTING STARTED

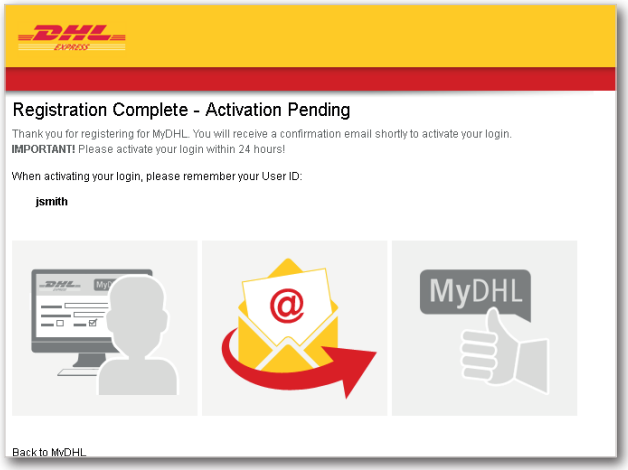
Register for MyDHL


Register for MyDHL
The tools you will have access to once you have completed registration and activated your MyDHL login are shown below.
Create Access to DHL Tools
Use DHL ProView to monitor your shipments and set up notifications
All required information has been provided to create access to this tool.
Use DHL Import Express Online to manage imports
(Not available: you have not provided a DHL Import account number)
Use DHL Online Shipping to ship online
All required information has been provided to create access to this tool.
Back
Next

D Review the tools you will have access to once you have completed registration and activated your MyDHL login. Click 'Next'.

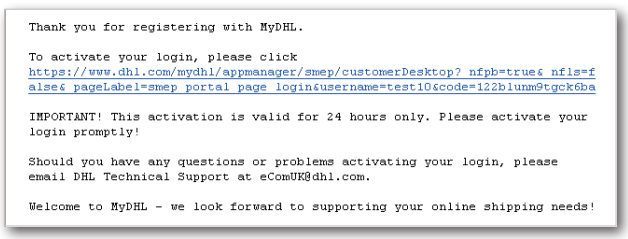
If DHL Import Express Online is not shown in the list as available, go back to the previous page and check that your Import Express account number is correct.

Registration Complete - Activation Pending


Registration Complete - Activation Pending
Thank you for registering for MyDHL. You will receive a confirmation email shortly to activate your login.
IMPORTANT! Please activate your login within 24 hours!
When activating your login, please remember your User ID:
jsmith
MyDHL
Back to MyDHL

E Registration is now complete and you will receive an email to activate your login.

MyDHL Activation Email


Thank you for registering with MyDHL.

To activate your login, please click
https://www.dhl.com/mydhl/appmanager/smep/customerDesktop?_nfpb=true&_nfls=false&_pageLabel=smep_portal_page_login&username=test10&code=122blunm9tgck6ba

IMPORTANT! This activation is valid for 24 hours only. Please activate your login promptly!

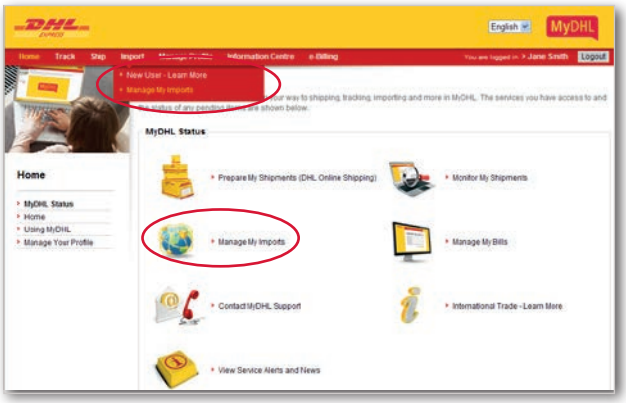
Should you have any questions or problems activating your login, please email DHL Technical Support at eComUK@dhl.com.

Welcome to MyDHL - we look forward to supporting your online shipping needs!

F Click the activation link in the email and then log into MyDHL.

GETTING STARTED

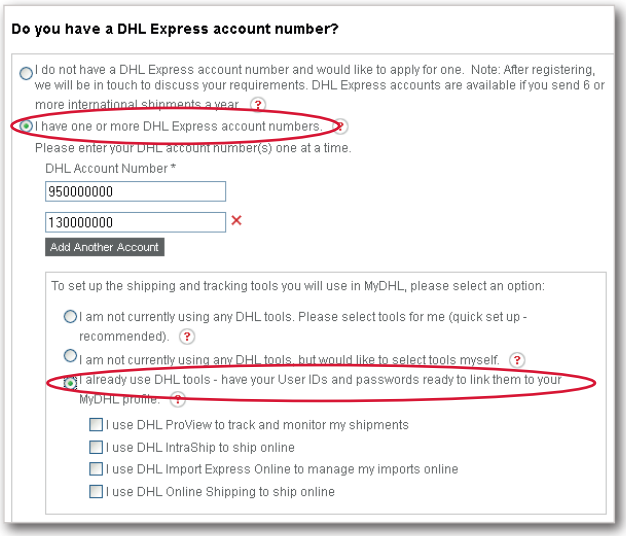
Navigating to DHL Import Express Online



After logging into MyDHL, click 'Manage My Imports' from the Import menu on the top navigation or the MyDHL Status page.

DHL Import Express Online opens in a new browser window.

Adding Existing Tool Logins to MyDHL


Do you have a DHL Express account number?
I do not have a DHL Express account number and would like to apply for one. Note: After registering, we will be in touch to discuss your requirements. DHL Express accounts are available if you send 6 or more international shipments a year.
I have one or more DHL Express account numbers.
Please enter your DHL account number(s) one at a time.
DHL Account Number *
950000000
130000000
Add Another Account
To set up the shipping and tracking tools you will use in MyDHL, please select an option:
I am not currently using any DHL tools. Please select tools for me (quick set up - recommended).
I am not currently using any DHL tools, but would like to select tools myself.
I already use DHL tools - have your User IDs and passwords ready to link them to your MyDHL profile.
I use DHL ProView to track and monitor my shipments
I use DHL IntraShip to ship online
I use DHL Import Express Online to manage my imports online
I use DHL Online Shipping to ship online

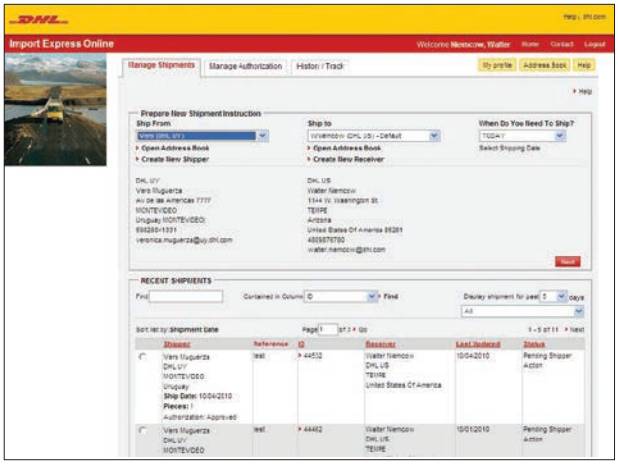
Already using DHL Import Express Online?

Existing users of DHL Import Express Online, or any of our other online tools, can register on MyDHL and enter their existing login details.

- As you complete your registration details, select 'I have one or more DHL account numbers' and enter your account number(s).
- Select the option 'I already use DHL tools.'
- Select the tools you use and enter your existing login details.
- Once you have completed registration, simply log into MyDHL to access your online tools.

PREPARE SHIPMENT INSTRUCTIONS

Manage Shipments



From the **Manage Shipments** tab, Importers can prepare and forward shipment instructions to their Shippers

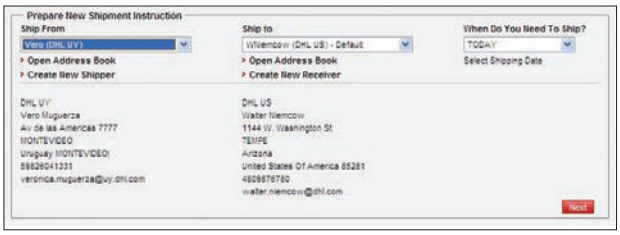
OR

Complete shipments on behalf of their Shippers, so that the Shipper only has to print the shipment paperwork and arrange a pickup.

Importers can send Shippers a single instruction to ship once to a Receiver using their Import Express account or they can grant a standing authorisation allowing Shippers to ship to the Receiver at any time.

Importers can also grant Shippers 'blanket' standing authorisations allowing them to ship to any Receiver in the Importer's Address Book.

Address Details



A To quickly prepare shipment instructions, you can select recently used Shipper and Receiver addresses from the Ship From/To drop-down lists.

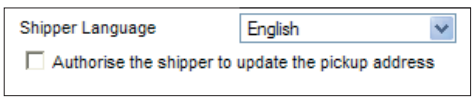
OR

If your Shipper or Receiver has not been used recently, click the 'Open Address Book' links to select the address

OR

Click the 'Create New Shipper/Receiver' links to add new address information.

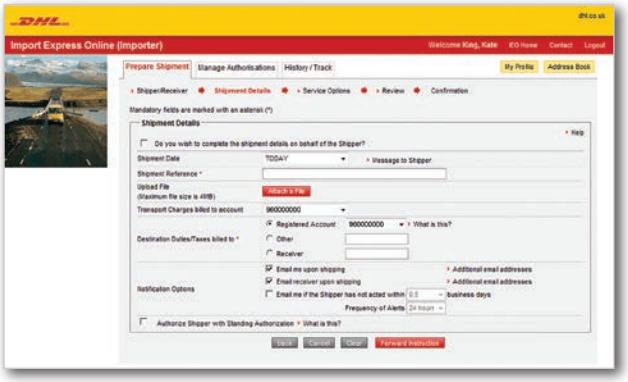
Shipper Address Options



When adding a new Shipper address, you can select the Shipper's language from the corresponding drop-down menu and authorise the Shipper to update their pickup address. If the box authorising the Shipper to modify pickup information is not ticked, the Shipper will not be able to amend the pickup address.

PREPARE SHIPMENT INSTRUCTIONS

Shipment Details



If the Importer chooses not to complete the shipment details on the Shipper's behalf, the shipment instruction will be forwarded to the Shipper from this page.

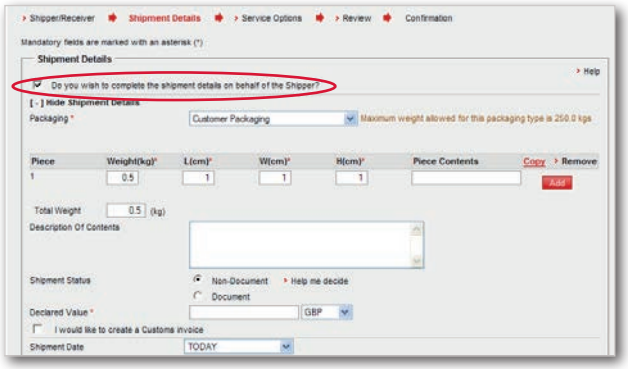
B The 'Shipment Details' page allows Importers to:

- Enter a message to the Shipper, such as items to be ordered, order numbers, and handling instructions.
- Optionally, attach a file, which could be a purchase order or any related document. The maximum file size is 4MB.
- Choose to bill transport charges and duties/ taxes to separate accounts, if needed. Use the drop-down menu to choose the appropriate Import Express account to be billed.
- Indicate whether you (or the Receiver, if different) would like to be sent an email notification when the shipment has been processed.
- Set up preferences for receiving follow-up emails if the shipper has not acted on a shipment instruction after a certain period of time.

PREPARE SHIPMENT INSTRUCTIONS

Shipment Details

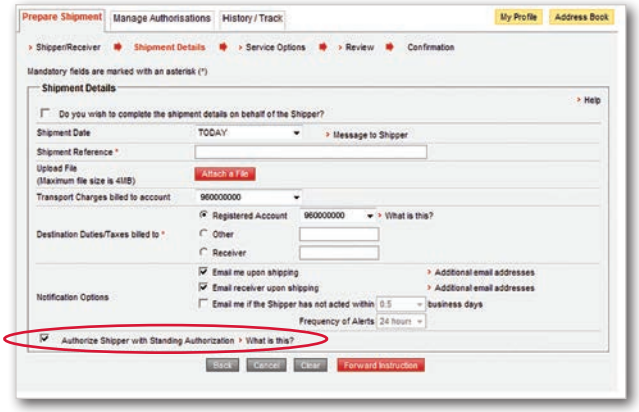
(prepare shipment on Shipper's behalf)



C In addition to the details above, the Importer has the option to complete the shipment details on the behalf of the Shipper:

- Select a packaging type, enter pieces and weight as well as a description of the contents.
- For shipments outside the EU, select the dutiable status ('Non-Document' for dutiable and 'Document' for non-dutiable), and decide whether to create a Customs invoice online.

Standing Authorisations



D On the 'Shipment Details' page, choose to create a standing authorisation for the Shipper to use your Import Express account number for regular shipments.

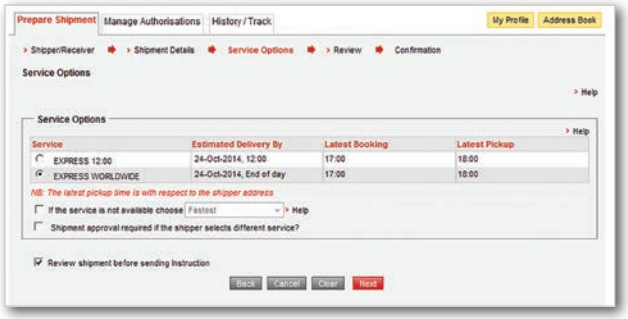
A standing authorisation enables a Shipper to send shipments to the same Receiver using an Import Express account number on a regular basis. The Shipper does not have to wait for individual shipping instructions from the Importer.

If you grant a standing authorisation here, it will be recorded in the Manage Authorisations tab (see page 12 for details).

PREPARE SHIPMENT INSTRUCTIONS

Service Options

(prepare shipment on Shipper's behalf)



The estimated delivery date is based on the shipment being processed immediately. The delivery date may change depending on when the shipment is actually processed.

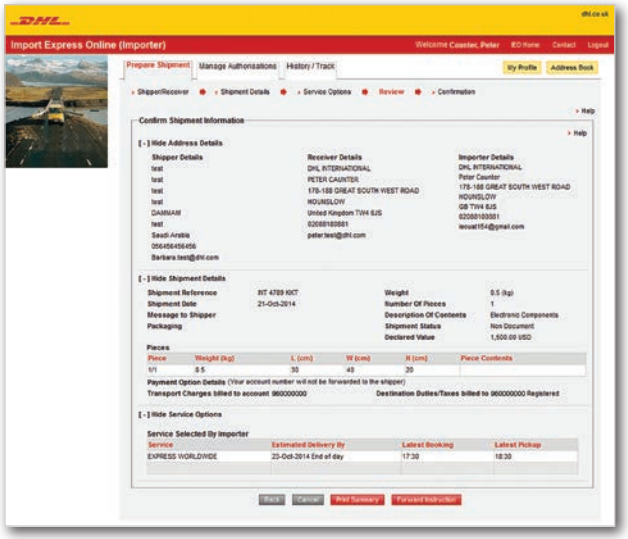
E The service options available are based on the shipment details entered by the Importer.

If these details change, the service options available at the time of shipping may be different.

- If the service selected is not available at the time of shipping, indicate your preference for the fastest or cheapest option instead.
- If the Shipper changes the service, indicate whether you wish to approve the change. If this option is selected, the Shipper will not be able to complete the shipment until approval is received.

Review Shipment Details

(prepare shipment on Shipper's behalf)

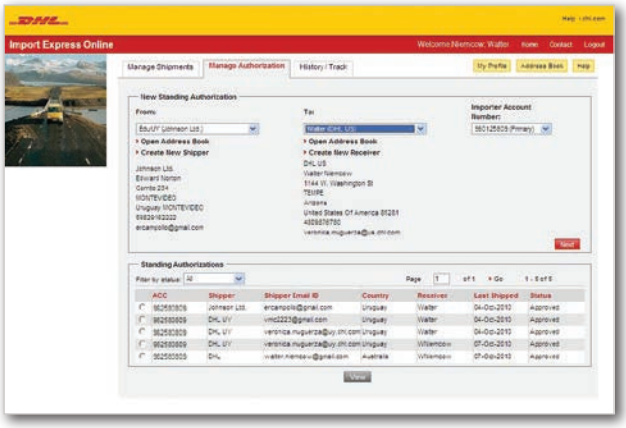


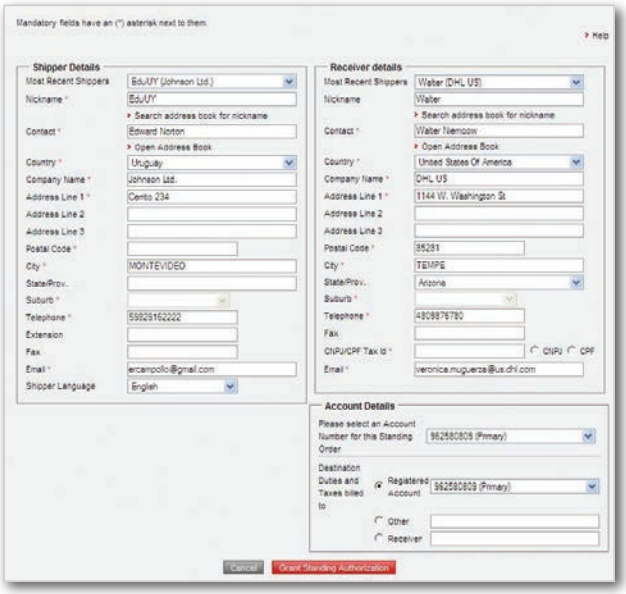
F Importers have the option to review all the entered information before the instruction is sent to the Shipper.

To make changes, click the 'Back' button at the bottom of the page. Click the 'Forward Instructions' button to send the shipment instructions via email to the Shipper.

MANAGE AUTHORISATIONS

Manage Authorisations





The email that the Shipper receives when a standing authorisation is granted will include the Importer's email address and a direct link to access DHL Import Express Online, as well as the password to be used.

Use the **Manage Authorisations** tab to create or revoke standing authorisations for your regular Shippers.

To create a new standing authorisation:

- Enter Shipper (From) and Receiver (To) details by selecting from the respective drop-down menus for recently used contacts or use the 'Open Address Book' links to find other contacts already saved in your Address Book. Alternatively, click the 'Create New Shipper/Receiver' links to enter new address details.
- Select the Import Express account number to be billed.
- Click 'Next' to review the address details and check the account details. You can choose to bill duties and taxes to a different DHL account number, if required.
- Click 'Grant Standing Authorisation' at the bottom of the page to send an email to the Shipper.

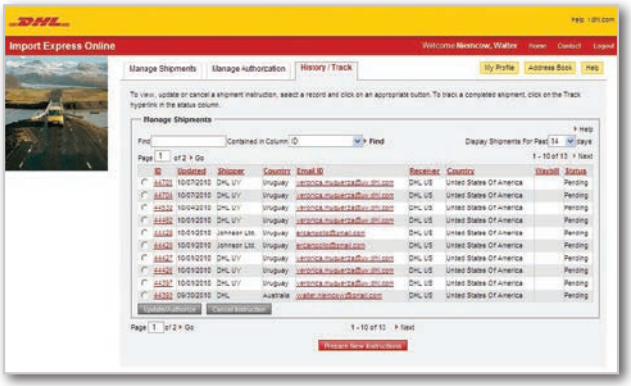
A link is provided for the Shipper to directly access DHL Import Express Online.

To revoke a standing authorisation:

- Select the authorisation from the Standing Authorisations list and click 'View'.
- Ensure this is the correct authorisation and then click 'Revoke Standing Authorisation'.
- The Shipper will receive an email advising that the authorisation has been revoked.

SHIPMENT HISTORY AND TRACKING

View History and Track Shipments



From Shipment History, as well as the Manage Shipments tab, use the 'Copy' function to save time when sending a similar shipment again. The details of a copied shipment can be edited, as required.

Use the **History/Track** tab to view, manage and track your shipments.

Shipment records are stored for 99 days and can be searched and sorted in a number of ways.

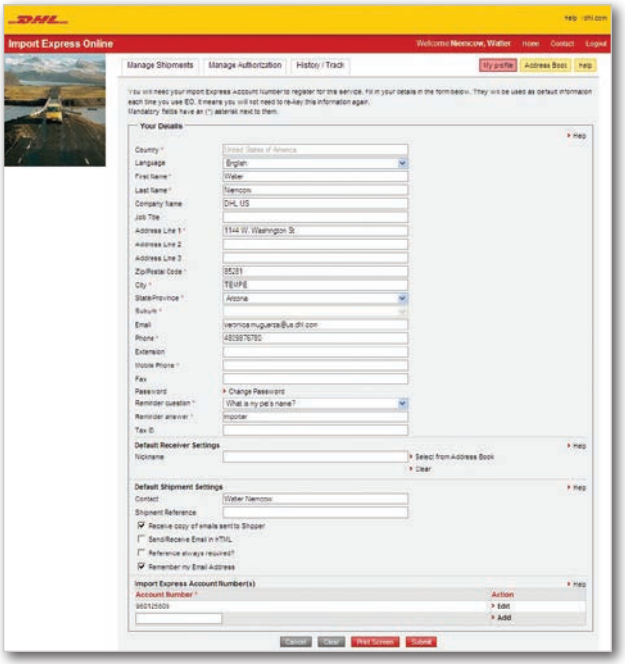
- Search your shipments by entering key words into the 'Find' field. Narrow the search by selecting a filter, such as Shipper or Receiver Company Name, from the 'Contained in column' drop-down list. You can also refine your search by changing the number of previous shipping days to be included.
- Shipments can be sorted by clicking on any of the red column headers – click once to arrange the information in ascending order and twice for descending order.

Completed shipments can be tracked using the 'Track' link in the 'Status' column.

You can also authorise/update, cancel or prepare new shipment instructions from Shipment History.

USEFUL FEATURES FOR IMPORTERS

My Profile

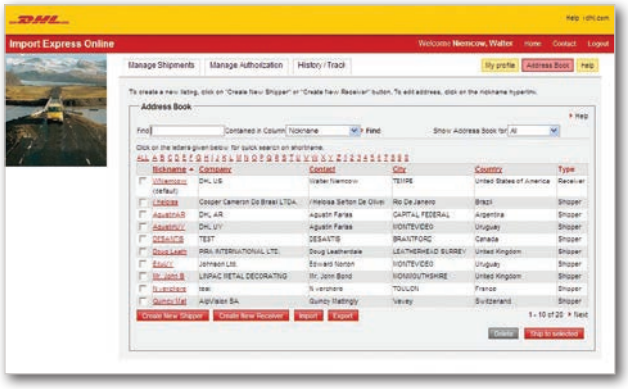


In **My Profile**, you can change any of the information you entered during registration, such as address details or default shipment settings.

Questions about how to use a particular page or feature can be answered by clicking the 'Help' link in the navigation bar or one of the 'Help' links found near the form fields.

USEFUL FEATURES FOR IMPORTERS

Address Book



The **Address Book** stores both shipper and receiver details, allowing you to prepare shipments without repeatedly entering the same contact information.

The Importer can reset the Shipper's password for DHL Import Express Online in the Address Book.

Open the address and click 'Reset Shipper Password'.

You can search your addresses using the 'Find' option. Narrow your search by selecting a filter such as Contact or Company Name from the 'Contained in column' drop-down list.

You can also sort your addresses by clicking on any of the red column headers.

There is no limit on the number of addresses that can be stored in DHL Import Express Online.

When importing an address book into DHL Import Express Online, the maximum CSV file size that can be uploaded at one time is 400KB.

Address Import/Export

Addresses can be imported/exported in comma delimited (CSV) format using the respective buttons at the bottom of the page.

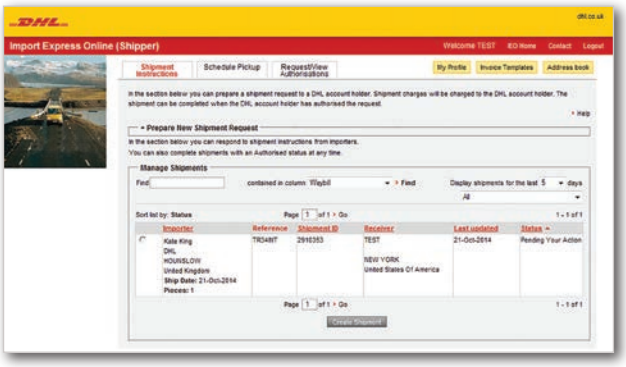
- Select whether you want to import/export Shipper or Receiver addresses
- Indicate whether the file to be imported/exported has headers, attach the file, and click 'Start Importing/Exporting'.
- Match the DHL Import Express Online field names with those of the CSV file to be imported/exported.
- Click the 'Import/Export' button.
- You will receive a confirmation email when the process is complete.

SHIPPERS: GETTING STARTED

Shippers access DHL Import Express Online to complete shipment requests from Importers. The shipper prepares the shipment, prints the paperwork and schedules a courier pickup.

Shippers can be requested to send a single shipment for an Importer or to ship on a regular basis to the same Receiver by means of a standing authorisation.

Landing Page



When logging into DHL Import Express Online for the first time using the link and temporary password provided in the email notification, the Shipper will need to select a new password, which will be valid for all future shipments.

A Shippers access DHL Import Express Online in one of the following ways:

- Using the link provided in the email notification sent by the Importer

OR

- By accessing the site directly at **https://importexpressonline.dhl.com**

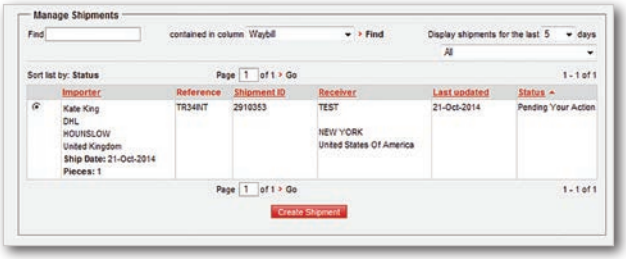
The landing page is divided into two sections:

- **Prepare New Shipment Request** (known as *reverse shipments*): for Shippers to prepare a shipment request to a DHL account holder; shipment charges will be billed to the DHL account holder after the account holder has authorised the request.

- **Manage Shipments**: shows shipment instructions from Importers.

SHIPMENT REQUESTS

Create Shipment



B From the **Manage Shipments** section, the Shipper can select the shipment instruction to complete.

Click 'Create Shipment' to display a summary of the shipment.

Shipment Summary

C If the Importer did not complete the shipment details, the Shipper can:

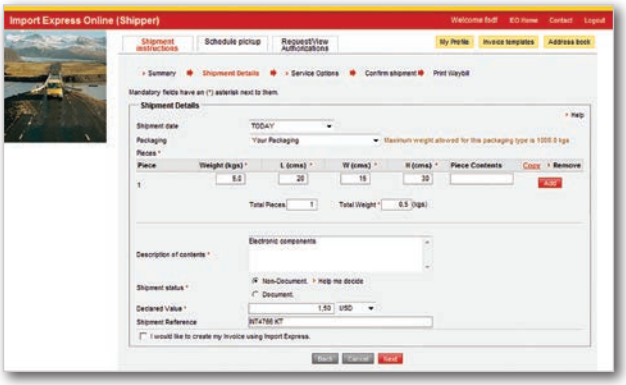
- Click 'Update Shipment' to complete the shipment details

OR

- Click 'Reject' to reject the shipment instruction and enter the reason.

If the Importer completed the shipment details on the Shipper's behalf, the Shipper can 'Update Shipment', 'Reject' or accept the shipment instruction as it is written by clicking 'Accept Terms & Conditions and Confirm Shipment'.

Shipment Details



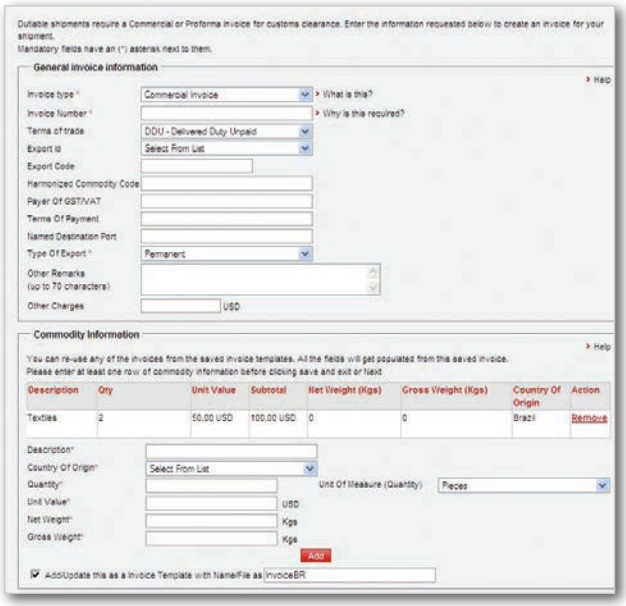
D When 'Update Shipment' is selected, the Shipment Details' page is displayed for editing.

To check whether the shipment is dutiable (Non-Document) or non-dutiable (Document), click the 'Help me decide' link.

If the shipment is Non-Document, a Customs invoice is required. You can create this using DHL Import Express Online by ticking the box.

SHIPMENT REQUESTS

Customs Information



Once you have completed the invoice information, you can add this invoice to your invoice templates by clicking the box at the bottom of the page and entering a name for the new invoice template. This time-saving feature is useful if you ship the same items regularly.

E If you selected to create a Customs invoice, the Customs Information page will be displayed.

Select the invoice type from the drop-down menu and enter the required information.

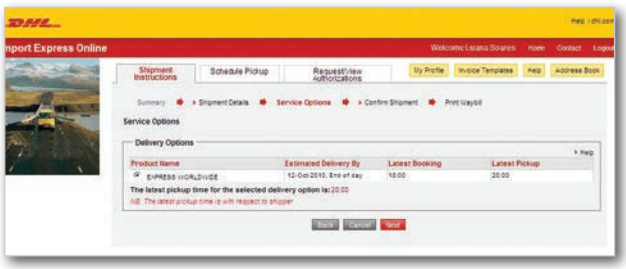
A Proforma Invoice should used if you are sending a non-commercial shipment for non-business purposes, such as a sample, faulty item or personal gift.

A Commercial Invoice should be used for all commercial shipments with a commercial value.

Further information on completing the invoice can be found in the on-screen Help menu.

Enter your commodity information and click 'Add'. If you are sending multiple commodities, provide details of each item separately.

Service Options



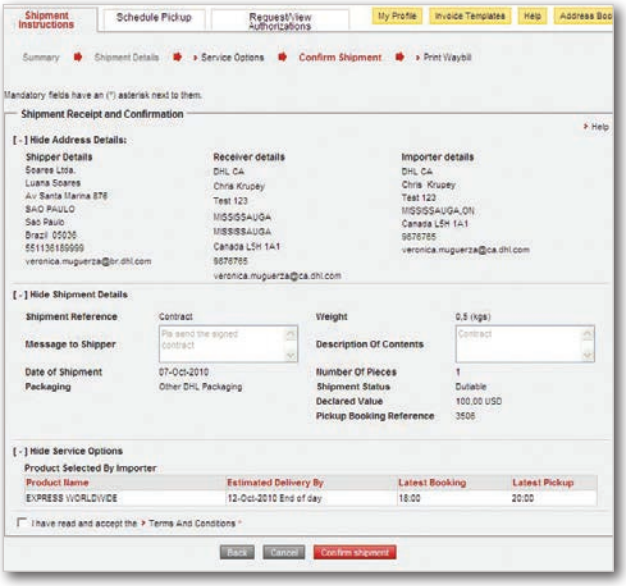
F On the 'Service Options' page, view or select the express service you wish to use, taking note of the latest booking and pickup times for the pickup address.

Choose whether to view a summary of the shipment on the Confirm Shipment page.

The Confirm Shipment page can be skipped by unticking the 'I would like to view the Summary page' checkbox.

SHIPMENT REQUESTS

Confirm Shipment



On the 'Confirm Shipment' page, check that the details of your shipment are correct.

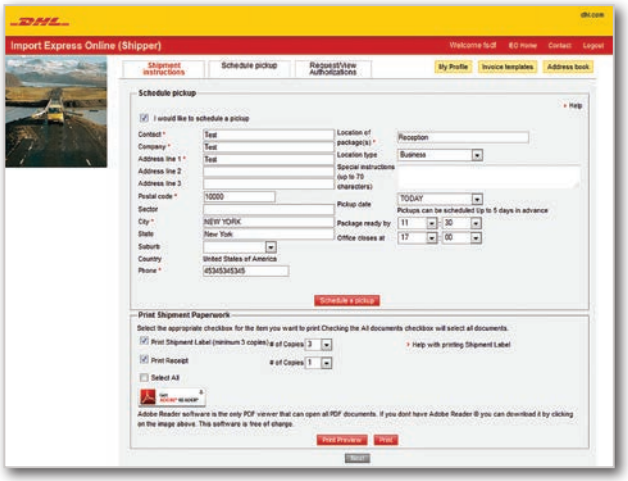
If you need to change any information, go back to previous pages by clicking 'Back'.

Click 'Confirm Shipment' to process your shipment.

The shipment can be cancelled at any time by clicking the 'Cancel' button.

SHIPMENT REQUESTS

Schedule Pickup and Print Paperwork



H Once the shipment has been processed, a pickup can be arranged and the paperwork must be printed.

The shipment is not complete until these tasks have been done.

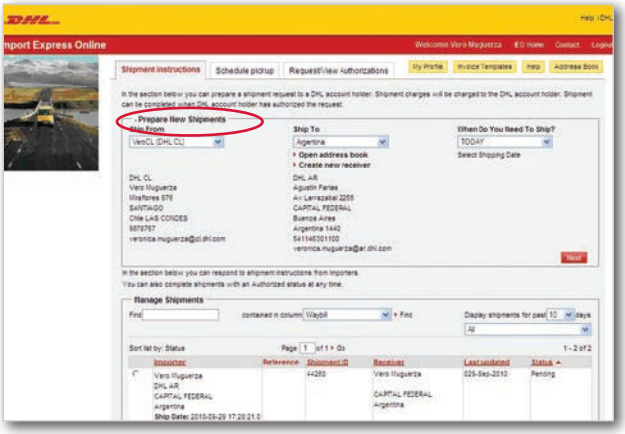
Click 'Print Preview' to review the documents before they are printed.

Click 'Print' to print the selected paperwork.

REVERSE SHIPMENTS

Shippers are able to prepare and send a shipment request to an Importer. The Importer will need to authorise the request in order for the Shipper to process it. Shipment charges will be charged to the Importer's account.

Shipment Instructions

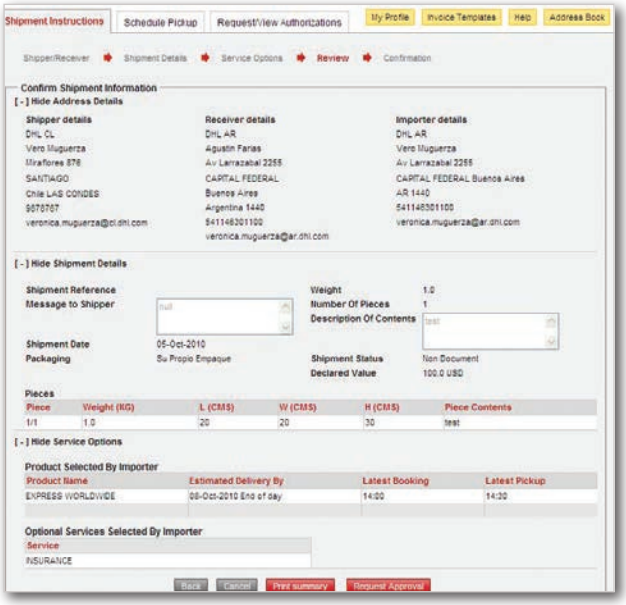


A Shipper

The Shipper logs into DHL Import Express Online and clicks 'Prepare New Shipment Request'.

- Select a Receiver
- Enter the shipment details and select an Importer from the drop-down list. (If there is no prior relationship between the Shipper and the Importer, the Shipper will need to enter the Importer's email address.)
- Select an express service
- Request approval
- An email is sent to the Importer to approve the shipment

Review Details



B Importer

The Importer receives an email notification and logs into DHL Import Express Online.

- View the shipment request. Enter a message for the Shipper and amend the billing information, if required
- Approve or reject the shipment request
- An email is sent to notify the Shipper

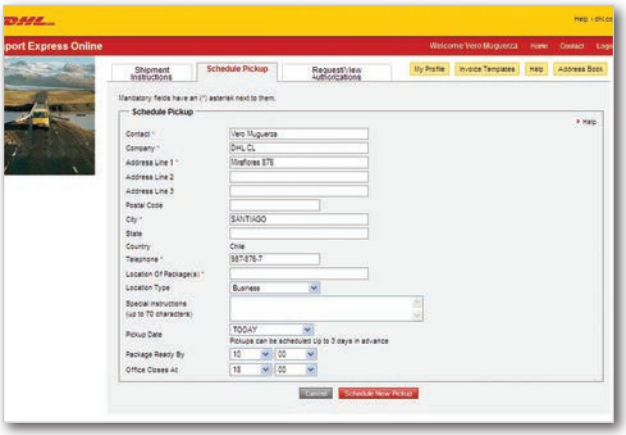
C Shipper

The Shipper receives an email notification and logs into DHL Import Express Online.

- View the shipment request, noting any message from the Importer.
- Print the shipment paperwork and arrange a pickup.

SCHEDULE PICKUP

Schedule Pickup

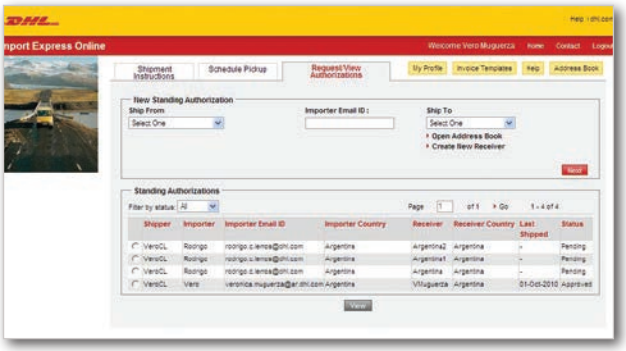


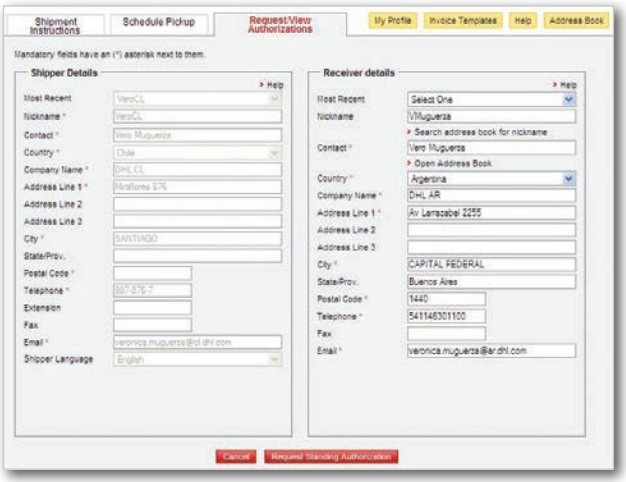
If you do not have a regularly scheduled pickup, or did not request one while preparing a shipment, you can use the **Schedule Pickup** tab to book a collection.

Multiple shipments can be picked up at one time; you do not need to arrange a collection for each shipment.

REQUEST/REVIEW AUTHORISATIONS

Request/Review Authorisations





The **Request/Review Authorisations** tab provides a record of all standing authorisations granted to you by Importers.

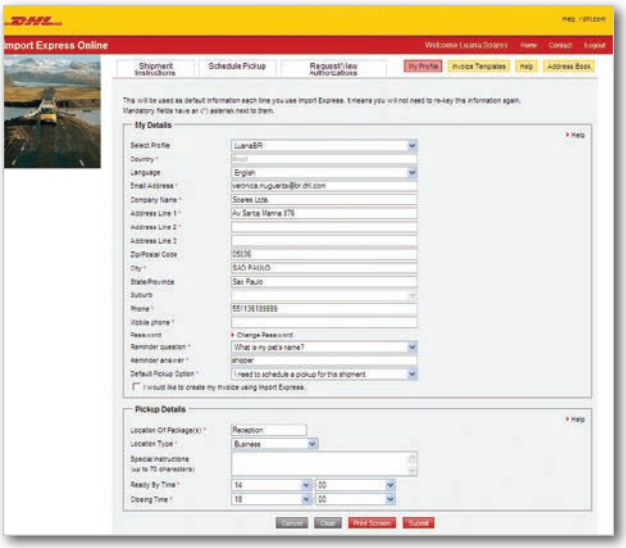
If you need to send shipments to the same Receiver on a regular basis, you can request a standing authorisation from the Importer.

To request a standing authorisation:

- Enter Importer's email address
- Select a Receiver
- Review the Shipper and Receiver details
- Request a Standing Authorisation
- An email is sent to the Importer requesting approval.
- You will receive an email notification when your request is either approved or rejected by the Importer.

USEFUL FEATURES FOR SHIPPERS

My Profile

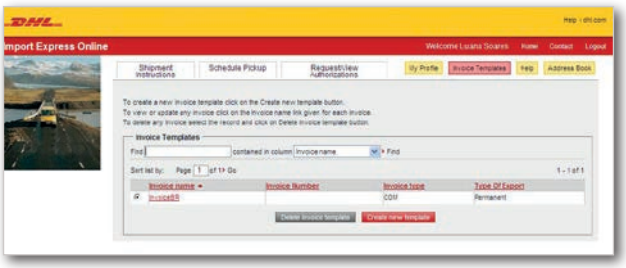


My Profile contains information originally entered by the Importer. Shippers can review and update this information at any time.

Questions about how to use a particular page can be answered by clicking the 'Help' link in the navigation bar.

Additional help can be found on the shipping pages by clicking the various 'Help' links located to the right side of the form fields.

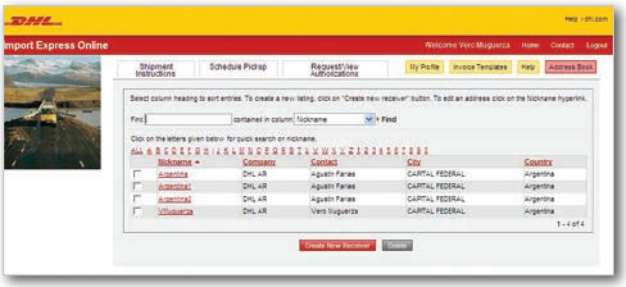
Customs Invoice Templates



The **Invoice Templates** feature allows you to create and store frequently used shipment details to save time when preparing shipments.

Invoice templates can be created as you prepare a shipment (see page 18) or directly from this page.

Address Book



The **Address Book** stores all your Receiver addresses, allowing you to prepare shipments without repeatedly entering the same contact information.

You can search your addresses using the 'Find' option. Narrow your search by selecting a filter such as Contact or Company Name from the 'Contained in column' drop-down list.

TECHNICAL HELPDESK

For DHL Import Express Online

We're here to help...
If you need support with a technical issue, our Technical Helpdesk is available 24 hours a day, 365 days a year. A ticket number will be allocated to you; please keep it safe as you may need it for future reference.

Email: eComUK@dhl.com

If you have a general DHL enquiry, please call Customer Service on 0844 248 0844.

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Valid from: 10/2014
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